

DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 01-03	Effective Date: May 15, 1984 Revision Date: March 18, 1996	Page: 1 of 1
SUBJECT: POLICY DEVELOPMENT AND PROMULGATION		
<p><b>RATIONALE:</b> The various policies, regulations and procedures of the Department serve many important functions, among which are, included: 1) to educate and inform specific groups, including staff; 2) to define relationships between individual components within the organization and with outside organizational components; 3) to define administrative responsibility and the limits of organizational liability; 4) to satisfy requirements imposed by statute, federal regulations or legislature intent; and, 5) to specify appropriate mechanisms for orderly accomplishment of organizational activities.</p>		

## POLICY

Policy is made up of general statements of direction for the Department. Policy may be developed based on perceived needs or may be required to meet state law, federal law or regulations, or legislative intent language. Policy may be either administrative, which is determined by the Executive Director, or program which is determined by Policy Boards or the Executive Director in areas where there is no board.

1. **Administrative Policy:** General statements issued by the Executive Office of a directive nature which are designed to ensure the cohesive operation of the Department. Some of the areas addressed by administrative policy include: department organization, personnel, budget and finance directives, relations with organizations and administrative authorities outside of the Department, issues of a crosscutting nature between Divisions and any other areas of responsibility within the preview of the Executive Director who is the sole operating agent for the department.
2. **Program Policy:** Statements of direction dealing with the provision of services to clients to include, but not limited to: services to be provided, program specific eligibility, target populations to be served, standards for provision of services, protection of client rights, and compilation of data on service outcomes. Program policy is established by Division Boards or by the Executive Director where there is no board. These program policies shall guide the Division Directors as they develop and administer programs.

Each Division, Office and Institution (DIO) shall be responsible for the drafting of program policies and for seeking approval of program policies from policy boards where boards exist. In cases where program policy may impact more than one organizational unit, the Executive Director's office will be advised and the Services Integration Task Force may be requested to examine, analyze and make a recommendation to the Executive Director or the DIO Directors. Each Division, Office and Institution shall maintain a program policy manual and make it available for public review upon request. A copy of program policies shall be maintained by the Office of Administrative Support Services for the Executive Director's Office. An annual review of program policy manuals will be made by the Department, Division, Office or Institution Director and appropriate policy board to ensure the appropriateness and adequacy of policies.

*Robin Arnold-Williams*

DATE: 03-18-96

Robin Arnold-Williams, Executive Director  
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